



COMPASSIONATE
ALTERNATIVE
RESPONSE
TEAM

The problem - police as a response to homelessness

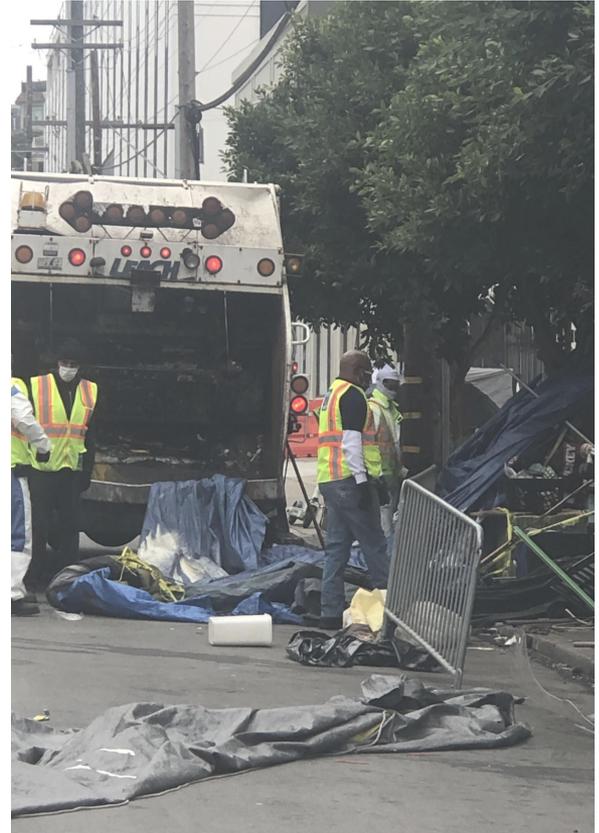
- SFPD was dispatched to over 65,000 homeless related calls in 2019. ([27 SFPD homeless outreach team, \\$4.85M](#) are not available citywide)
- Police Commission, SFPD Chief and Community all agree: policing is a [costly, ineffective](#) and punitive response.
- C level calls have a median response time of 83 minutes.
- This approach doesn't exit people from homelessness.

"You're being intimidated and interrogated."

SF resident, survey participant

"They don't respect us and make our situation worse often times."

SF resident, survey participant



The solution - a compassionate street response



- ❑ Eliminating the police as first and primary responders to non-emergency calls for service involving unhoused people
- ❑ Increasing safety for unhoused and housed people and reducing the harm and trauma inflicted
- ❑ Building neighborhood capacity by investing in community led interventions
- ❑ Housed neighbors and businesses can more compassionately respond to street level challenges



CART - The community-led coalition



- More than 30 organizations have contributed to or endorsed the CART Plan



CART - The program design



- A community-based organization provides street response; working in teams of two and responding to situations involving unhoused individuals citywide
- CART will respond to calls received through a direct CART hotline and to transferred calls going into 911 that involve an unhoused individual (see
- Board of Supervisors unanimously approved policy resolution in support of CART in 2021 and allocated \$3million for inception.
- CART's est. annual budget of \$6.825 is partially funded at \$3m - currently budgeted but not spent; CART coalition believes SFDPH is the right department to deploy these funds and administer RFP, not DEM.



CART - A two-prong approach

CART would provide both *"Persons-in-crisis" response services* and *"Community-strengthening" services*:

"Persons-in-crisis" response services:

- De-escalation intervention, interpersonal conflict resolution
- Street counseling and mental wellness referrals/resources
- First aid and street medicine services
- Substance use/addiction referrals/resources
- Acute/subacute transportation services
- Suicide prevention



"Community-strengthening" services:

- Identify, network, and support neighborhood-based "compassionate responders"
- Offer trainings to these "compassionate responders" to further educate them on the systemic causes of homelessness



HAIGHT ASHBURY CASE STUDY - TAKING IT TO THE STREETS



- Local organization started by a merchant
 - Recruited people from the neighborhood experiencing homelessness to do graffiti abatement and garbage collection in exchange for housing
 - Point of contact - cell phone with someone who knows the 80-100 people experiencing homelessness in the neighborhood
 - Someone who works with folks on a path to exit homelessness or problem solving around an encampment (reduce belongings)
 - Police don't have the resources or expertise to connect people with services - this community org plays that role

HOW CAN THE COMMISSION HELP?



- ENDORSE the CART proposal
- ADVOCATE for small business operators and their workers looking for a more effective and community based citywide response
- CONVENE a meeting with small business owners and the Mayor
- SUPPORT of an RFP process run by the SF Department of Public Health



Q&A



Appendix

- Calls going into 911 related to homelessness would be rerouted to CART.
- The initial phase of the program focuses on responding only to C-priority calls (median response time: 83 minutes)
- [Budget Analyst Report - 5/10/21 Alt to Law Enforcement Services](#)
- [City of SF Data Scorecard - dispatch response times](#)

PROPOSED SCOPE OF DISPATCH CODES FOR A CART RESPONSE			
ONLY C-PRIORITY ONLY PERSONS SUFFERING CONDITIONS OF HOMELESSNESS			
Dispatch Code	Description	Homeless shelters	Street or street facing incident
800 (police) / 25A0 (medical)	Mentally disturbed person, <i>but only</i> overflow calls from the SCRT team or paramedic first responders; will exceptionally take B-priority calls same as SCRT	YES	YES
801	Person attempting suicide	NO	YES
910	Well-being check	YES	YES
919	Sit/lie ordinance violations	N/A	YES
920	Aggressive panhandling	N/A	YES
915	Homeless encampment, currently routed to 311	N/A	YES
601	Trespassing/ unauthorized person occupying property/ premises of another	N/A	YES
916	Suspicious person in a car	N/A	YES
917	Suspicious person	N/A	YES



Frequently Asked Questions



1) What is CART's role within the existing infrastructure of street response and services?

CART will be the first and only street response program to specifically address street homelessness, which can be accessed by housed and unhoused people via a new + direct hotline. CART will not be a duplicate to any existing program or agency, but instead will fill in the gaps of the existing infrastructure by taking on the 65,000+ police calls directly related to homelessness that continue to persist despite other agencies existing.

In regards to the Street Crisis Response Team (SCRT), which is focused on calls related to people suffering from mental health and substance use issues, CART will be responding to the overflow calls of SCRT involving unhoused San Franciscans.

In regards to Homeless Outreach Team (HOT), CART and HOT would be in communication with each other, as CART will handle the front-end work addressing the immediate issues on the streets, while HOT would provide any ongoing support and resources to the individual.

In regards to Healthy Street Operations Center (HSOC), with the creation of CART, HSOC would no longer be necessary and should be eliminated, as CART would shift from a politically driven response to encampment removal to a humane community-driven approach.



2) What resources/support will CART be able to deliver?

CART will function as a crisis response, providing conflict resolution and increasing safety for unhoused people. While CART will refer people to resources and service providers, CART will not provide those services or to provide ongoing case management. CART is committed to transparency about what we can and can't provide. We believe this transparency is important and necessary for unhoused residents to have the agency and dignity in receiving or requesting CART.

3) What will the oversight for CART look like? What are the measurements of accountability and success?

As CART is rolled out it will be important to collect and analyze data on a regular basis. This could be done by the Controller's Office. Other partnerships with local universities such as the UCSF Benioff Initiative, SF State, or the University of San Francisco may also be considered. Such as the pilot program in Portland, Oregon which is currently partnered with an interdisciplinary team of researchers at Portland State University to evaluate its program. The data and ongoing analysis should be shared in a public venue, like the Local Homeless Coordinating Board, to allow for public feedback.

4) How does the CART Campaign intersect with the Mayor's task force for Alternatives to Policing?

The CART working group is in close contact with multiple members of the task force but is not formally involved in any way. The working group has given a presentation to the Mayor's Task Force in January 2021, which received positive feedback. A more meaningful future collaboration with the task force is in the planning.

5) What does *community-based* mean?

Community-based means that CART will be run For Us By Us (FUBU), such that it's staff will be primarily people with lived experience of homelessness who are part of the San Francisco/Bay Area community rather than strangers to it. Community-based means that from its creation to its oversight CART is led and run by members of the community that are reflective of those who are most impacted in San Francisco.